



PTO/SB/21 (02-04)

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**TRANSMITTAL
FORM**

(to be used for all correspondence after initial filing)

Application Number 10/698,854

Filing Date October 31, 2003

First Named Inventor Matthews

Art Unit 2143

Examiner Name

Attorney Docket Number 46087.1.8

Total Number of Pages in This Submission

ENCLOSURES (Check all that apply)

<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance communication to Technology Center (TC)
<input type="checkbox"/> Fee Attached	<input type="checkbox"/> Licensing-related Papers	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input type="checkbox"/> Amendment/Reply	<input type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> After Final	<input type="checkbox"/> Petition to Convert to a Provisional Application	<input type="checkbox"/> Proprietary Information
<input type="checkbox"/> Affidavits/declaration(s)	<input type="checkbox"/> Power of Attorney, Revocation	<input type="checkbox"/> Status Letter
<input type="checkbox"/> Extension of Time Request	<input type="checkbox"/> Change of Correspondence Address	<input type="checkbox"/> Other Enclosure(s) (please identify below):
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<input checked="" type="checkbox"/> Information Disclosure Statement	<input type="checkbox"/> Request for Refund	
<input type="checkbox"/> Certified Copy of Priority Document(s)	<input type="checkbox"/> CD, Number of CD(s) _____	
<input type="checkbox"/> Response to Missing Parts/Incomplete Application	Remarks	
<input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	International Search Report Form 1449 Copies of References Return Receipt Postcard	

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm or Individual name	Craig F. Taylor
Signature	
Date	May 12, 2004

CERTIFICATE OF TRANSMISSION/MAILING

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.

Typed or printed name	Teresa Schmertman		
Signature		Date	5/12/2004

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of:

Attorney Docket No.: 46087.1.8

Matthews et al.

Confirmation No. : 9330

Application No.: 10/698,854

Customer No.: 022859

Filed: October 31, 2003

Group Art Unit: 2143

For: METHODS OF PROVIDING DIRECT TECHNICAL SUPPORT OVER NETWORKS

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

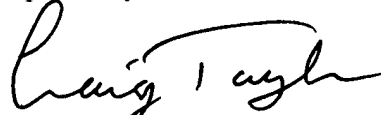
Applicants have recently received the Search Report in their International Patent Application No. PCT/IB03/05529, which corresponds to the above-identified application, and enclose a copy of the Report. The Information Disclosure Statement submitted herewith is being filed before the mailing date of a first Office Action on the merits, pursuant to 37 CFR 1.97(b).

In accordance with the duty of disclosure, a completed Form PTO-1449 is enclosed. Consideration of each of the listed references by the Examiner is respectfully requested. Applicants also respectfully request an initialed copy of Form PTO-1449 indicating such consideration be returned with the next Official Action, as set forth in MPEP 609.

By submitting these references, applicants do not admit the references are prior art to or material to this application, and reserve the right to establish any reference is not prior art. Applicants do not represent the references have been reviewed in detail; there may be details in the references of which applicants are unaware.

As no substantive Office Action has been received in this case, the undersigned does not believe this submission necessitates any fees. The Commissioner is hereby authorized to charge any additional fees required or credit any overpayment to Deposit Account No. 061910.

Respectfully submitted,



Craig F. Taylor
Registration No. 40,199

Customer No. 22859

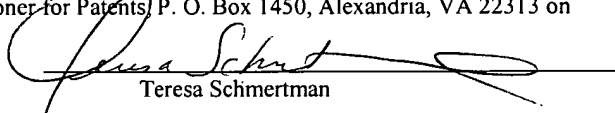
Fredrikson & Byron, P.A.
4000 Pillsbury Center
200 South Sixth Street
Minneapolis, MN 55402-1425 USA
Telephone: (612) 492-7000
Facsimile: (612) 492-7077

Please grant any extension of time necessary for entry; charge any fee due to Deposit Account No. 06-1910.

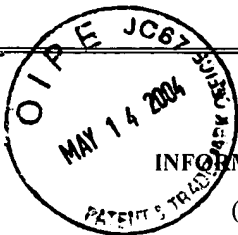
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INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

ATTY. DOCKET NO.

46087.1.8

SERIAL NO.

10/698,854

APPLICANT

Matthews et al.

FILING

October 31, 2003

GROUP

2143

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	5,983,369	11-1999	Bakoglu et al.	714	46	
	6,196,846	03-2001	Berger et al.	434	118	
	5,727,950	03-1998	Cook et al.	434	350	
	6,527,556	03-2003	Koskinen, Robin S.	434	219	
	6,078,894	06-2000	Clawson et al.	705	11	
	5,428,679	06-1995	French, Phil H.	379	201.04	

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
	WO 01/01269 A1	01-2001	WIPO				
	WO 01/01306 A1	01-2001	WIPO				

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

	Muller N. J: "Remote-Control Software Aids Help Desk Problem Resolution" September 1994 (1994-09), International Journal of Network Management, Wiley, GB, Pages 120-129.

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.